

ACTIVITY TITLE: **Overview of Cultural Competency Training Material**

OBJECTIVES LIST OBJECTIVES IN OPERATIONAL/BEHAVIORAL TERMS	CONTENT (TOPICS) LIST EACH TOPIC AREA TO BE COVERED AND PROVIDE A DESCRIPTION OR OUTLINE OF THE CONTENT TO BE PRESENTED	TIME FRAME STATE THE TIME FRAME FOR THE TOPIC AREA.	FACULTY LIST THE FACULTY PERSON OR PRESENTER FOR EACH TOPIC	TEACHING METHODS DESCRIBE THE TEACHING METHODS USED FOR EACH
<ol style="list-style-type: none"> 1. <i>Each employee will review independently and with instructor the presentation of culture competency</i> 2. <i>Each employee will retain policy and procedure manuals for resourcing.</i> 3. <i>Each employee will successfully complete a written test.</i> 	<ol style="list-style-type: none"> 1. <i>Overview of the following: Awareness of own culture & healthcare; promotion of a cultural friendly environment; dynamics contributing diversity; communication considerations</i> 2. <i>Policy Procedure provided.</i> 3. <i>Test provided.</i> 	<ol style="list-style-type: none"> 1. <i>20 minutes</i> 2. <i>5 minutes</i> 3. <i>5 minutes</i> 	<ol style="list-style-type: none"> 1. <i>Assist DON or designee and employee self study</i> 	<ol style="list-style-type: none"> 1. <i>Training packet</i> 2. <i>Module 1 Presentation and policy manual.</i> 3. <i>Written test, Question & Answer</i>

Evaluation Methods: Objectives will be evaluated through written tests, verbal simulation of entire process, and demonstration of skills in a lab using durable medical equipment, supplies, and mannequins.

Evaluation Level/Category: Alspach’s Evaluation Model.

Overview: Cultural Competency

Training Program Overview

The integration of cultural awareness during the provision of agency services is valued and necessary. Clients have the right to receive care in respect to their values, beliefs, and preferences. The agency also supports a work environment that is respectful of the employee's culture.

The client's views about healthcare are influenced by family relationships, affiliations with other regions or countries, food preferences, religion, views about birth or death, and a myriad of other factors. As an agency, we are respectful of other views, identify language challenges for resolution, inquire regarding proper protocol or practices for specific situations, adjust service provision in consideration of cultural factors.

The agency does not discriminate against employees or clients and requests open communication to ensure cultural awareness. It is the employee's responsibility to promote an environment that is conducive to the client sharing preferences regarding food, religion, gender responsibilities, social or economic considerations, or miscellaneous client specific requests.

Self awareness is the first step to becoming culturally aware. Employees must reflect upon and know their thoughts, beliefs, and preferred communication style. Next, healthcare employees need to be familiar with the culture of the U.S. healthcare system such as precise appointment times, brief medical visits, preventative health expectations, perception of illness as a physical disease state, standards regarding prescription availability or disease management options. Knowledge of self and the local healthcare delivery system allows for an open-minded respectful approach to others.

Today's amenities and lifestyle options allows people to travel the world. We may be exposed to many nationalities, races, religions, and lifestyle philosophies. Employees must consider the client's thoughts about health maintenance, possible causes of medical conditions, alternate treatments, and willingness to take medications. Relationships within the client's family, community, and non-medical healers contribute to understanding a culture of respect.

Communication is complex even between two individuals of similar experiences and the same language. To ensure effective communication between employees or clients with different cultures, awareness of principles to overcome challenges is necessary. Consider the client's native language, utilization of trained interpreters, and use of pictures to reinforce information. Style is important too. Observe the client's demeanor and consider mirroring similar techniques. Ask and answer questions in more than way. Most importantly, maintain a respectful demeanor during all exchanges of information between clients and employees.

The RN is available to assist with questions and obtain answers.

Resource Regarding Cultural Competency:

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=1&lvlID=3>

<https://www.thinkculturalhealth.org/ccnm/>

PHI: See Operational Policy Manual for All Related Policies

Test Your Knowledge

Check true or false after each statement below:	True	False
1. Patients from the same cultural group all share the same values, beliefs, and practices.		
2. All patients believe that illness has a physical cause.		
3. Family members make the best interpreters.		
4. Religion is equally important to all clients and employees.		
5. Asking questions more than one way can help in learning more about the client.		

Key: 1. F; 2. F; 3. F; 4. F; 5. T